



DEPARTMENT OF THE NAVY

NAVY PERSONNEL COMMAND
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MILLINGTON TN 38055-0000

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Ser 6/026

25 Feb 04

MEMORANDUM FOR DEPUTY UNDER SECRETARY OF DEFENSE (MILITARY
COMMUNITY AND FAMILY POLICY)

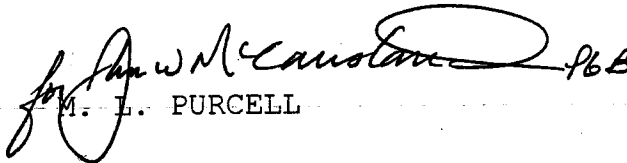
THROUGH: Deputy Assistant Secretary of the Navy
(Military Personnel Policy)

FROM: Assistant Commander, Navy Personnel Command, Fleet
Support (PERS-6)

Prepared by: Mr. Ben Hill, PERS-660M, 901-874-4351

SUBJECT: Family Centers Instruction (DoDI 1342.22) Reporting
Requirements - INFORMATION MEMORANDUM

DISCUSSION: Per DoDI 1342.22 and SECNAVINST 1754.1A, Navy Fleet
and Family Support Centers Report for FY-03 is
submitted in Attachments 1 and 2. The report has
been coordinated with PERS-6 Budget Staff and OPNAV
(N46)/CNI (N21) Family Support Program Resource
Sponsors.


M. L. PURCELL

Attachments:

1. Management Information Report
2. Documentation of Compliance
3. FFSC Program Trends FY-01, FY-02, FY-03

Copy to:
CNI (N21)

**FLEET AND FAMILY SUPPORT CENTERS (FFSC)
ANNUAL REPORT FY2003**

Management Information Report

1. Total programmed and executed FFSC funds.

	Military Service Resources (1)	Relocation Assistance Program (RAP) / Transitional Assistance Management Program (TAMP) (DOD Resources)	Personal Financial Management (PFM) (DON Resources)	Family Advocacy (DOD Resources) (Includes NPSP)	Sexual Assault Victim Intervention (SAVI) (DON)	Spouse Employment Assistance Program	Total all Funds
Programmed Funds (2)	\$45.299M	\$14.777M	\$1.501M	\$32.930M	\$1.698M	\$1.106M	\$97.311M
HQ Executed	\$1.017M	\$2.724M	\$1.220M	\$14.672M (3)	\$.061M	\$.559M	\$20.253M
Programmed Funds Local FFSCs	\$39.502M	\$12.481M	\$.280M	\$18.661M	\$1.669M	\$.578M	\$73.171M
Executed Funds Local FFSCs	\$38.937M	\$11.999M	\$.279M	\$18.255M	\$1.637M	\$.547M	\$71.654M

(1) O&MN (+ O&MN,R)DON Family Support Program(FSP)funds.

(2) Programmed Family Support Program (FSP) funds (including HQ funding)

(3) Includes Family Advocacy Program (FAP) Centers, HQ, and other non-FFSC program support.

2. Total authorized and filled FFSC manpower positions.

	Government Services	Military Personnel	Contract Personnel	Other	Total Positions
Authorized Manpower Positions	760	47	371	60	1238
Filled Manpower Positions	690	41	363	316(1)	1410

- (1) Includes interns, Limited Duty (LIMDU), Temporary Assigned Duty (TAD), foreign nationals and unpaid volunteers.

3. FY03 Total Fleet and Family Support Center Customer client contacts*

Program	Number of Contacts
Deployment Support	232,388
Ombudsman	64,403
Crisis Response	14,530
Life Skills Education	172,843
Personal Financial Management (PFM)	214,943
Outreach Services	167,823
Sexual Assault Victim Intervention (SAVI)	99,947
Information and Referrals (I&R)	1,189,900
Relocation Assistance Program (RAP)	351,976
Transition Assistance Management Program (TAMP)	402,918
Spouse Employment Assistance Program (SEAP)	215,314
Exceptional Family Member Program (EFM)	17,858
Clinical Counseling	229,379
Family Advocacy Program (FAP)	211,529
New Parent Support Program (NPSP)	114,281
RETIRED ACTIVITIES	49,865
OTHER (Website visits, Job Fairs, local information, etc.)	595,310
TOTAL	4,345,207

* Customer Service Contacts include all phone inquiries, class/workshop/presentation attendees for each session and one-on-one contacts with staff.

4. Summary of customer evaluations.

a. Triennial Needs Assessment Survey: The last triennial needs assessment survey; "The Navy Command Leadership Survey 2000" was completed in the summer of 2000. In the fall of 2000 each FFSC, regional office and major claimant received reports on how they compared to the rest of the Navy. Because of increased costs and insufficient funds in the FY03 budget, the 2003 Navy FFSC Needs Assessment Survey required by SEVNAVINST 1754.1A was not conducted.

b. Customer Evaluations:

Number of Satisfactory Evaluations	380119	99%
Number of Unsatisfactory Evaluations	1057	1%

c. Initiatives Underway to Address Community Needs.

(1) During this report period, FFSCs provided numerous after hours and weekend pre-deployment briefs to accommodate the increased opstempo dictated by Operation Iraqi Freedom. They established relationships with spousal support groups via the ombudsmen to offer briefs at their meetings. The FFSCs' increased their outreach efforts this year by offering more programs and services aboard ships. Due to busy work schedules and the distance between the ship commands and mainbase, many sailors are not available to attend workshops offered by the FFSC. By offering Life Skills Education and Personal Financial Management services aboard ships and other work spaces, they have reached many more customers.

(2) FFSCs conduct Community Surveys to enable staff to determine customer needs and set program priorities. FFSCs, based on formal and informal assessment, constantly update Life Skills and counseling programs to meet these needs and priorities. Collaborative meetings are on-going with community organizations to address military and community needs, exchange services, and to develop community relationships. FFSC staff members serve on community boards and committees and continue participation with local community activities such as: networking with Chamber of Commerce, membership with Alliance for Information and Referral Services, Veterans' Job Fairs, Military Career Expo, and military and civilian collaboration on disaster training. FFSCs continually collaborate with other military agencies to develop programs and services.

(3) FFSCs continue active marketing efforts by means of monthly newsletters with wide distribution to individuals and commands; FFSC related articles and calendar of events in base newspaper; program calendar in Base Plan of the Day/Week and e-mailed to command leadership and Ombudsmen; flyers of programs posted at key base locations and postings on base websites. Some FFSCs display information, schedules and hours of operation on automated marques. FFSC's coordination with ADECCO employment services continues to augment resources for military spouses. Some of the OCONUS FFSCs are already participating in the new Military OneSource initiative.

(4) The Command Representative Program continues to be a primary tool in both marketing and identifying needs of commands. In many FFSCs Command Representatives are assigned to each deploying command, all squadrons, and tenant commands upon request. Command Representatives initiate ongoing contact with command leadership and are required to make monthly contacts with the Command Master Chief, Ombudsman, and in some commands, the Chaplain, Career Counselor, or Training Officer.

(5) Specific examples:

(a) FFSC Pascagoula took the lead in developing a Homeport Wellness Council to promote healthy lifestyles for active duty personnel and families. This council joins the efforts of the FFSC, MWR, Branch Medical, Child Development Homes, Chaplain, Navy College, and Navy-Marine Corps Relief Society in promoting programs and activities geared toward healthy lifestyles.

(b) FFSC Hampton Roads worked with PAO and a local newspaper, The Flagship, on five articles published in the "Going Ashore" supplement. The supplement is offered to the local community twice a year and addresses transition issues. Included in these editions are information about TAP, Volunteer Opportunities for Career Enhancement, Web Resources for Job Seekers, FFSC programs and services for transitioning military and their families, and Troops to Teachers.

(c) FFSCs in Navy Region Northwest designed the "Stand Hand in Hand" Program to offer family members opportunities for fun, educational skill building and emotional support during extended, wartime deployments.

(d) FFSC Bahrain's Intercultural Specialist designed basic Arabic language and culture classes for the Marine Security Force departing for duty in Iraq and Kuwait. This course introduced basic Arabic words, customs and traditions to assist them with their duty assignment.

(e) FFSC Earle created and distributed resource guides to family members of activated Navy and Marine Corps reservists in New Jersey. Many of these families do not live close to military installations and the FFSC worked in partnership with both the Marine Corps and Navy Reserve Centers to identify these families and provide them information. They also provided a number of pre and mid deployment briefs for spouses and children of activated reservists.

(f) FFSC Oceana conducted the first ever children's' focus group from Seatack Elementary School to solicit input from children of deployed parents on the children's play used for Parent/Child Predeployment briefs. Students and staff provided outstanding feedback. The FFSC also provided programs and training to local Family Support Groups on Stress Management, "Coping on the Homefront" and "Managing Sudden Separations." They trained Family Support Group Leadership on "How to Run an Effective Meeting", "Roles and Responsibilities", and "Preparing for Homecoming."

(g) FFSC Kings Bay's Mobility Support Office, Camden County High School and the Georgia Department of Labor are addressing the needs of the youth in the community by providing

training in the classrooms to better prepare them for their job search. Training includes resume writing, interviewing techniques and employer expectations. In addition, a job fair is held in the spring to provide employment opportunities for youths, ages 15-21.

(h) FFSC Mayport initiated the "Deckplate Resource Awareness Training" program for area commands. This scenario-based training developed by HRO is designed for deckplate supervisors (E-5/E-6) to increase their awareness of resources available and how to make appropriate referrals. This course has been highly marketed and received.

(i) FFSC Pearl Harbor's deploying service members continue to participate in the "Stories from the Sea Program", which provides them an opportunity to be videotaped in a private studio setting while reading an age-appropriate story and talking to their child/children. The videotape is given to the family for their use while the parent is absent to reinforce the parent-child relationship during long deployments. .

(j) FFSC Naval District Washington teamed with Ombudsmen from the USNS COMFORT and families while the ship was deployed. In addition, they conducted Pre, Mid, and Post Deployment briefings for Sailors and their families which were nationally televised on ABC, NBC, and CBS.

(k) FFSC Whidbey Island - The Naval Air Station supports a large foreign-born population, both as active duty personnel and family members. Due to the rural nature of the island, immigration services are difficult to obtain. The FFSC, partnered with NAS and the Office of Homeland Security this year to naturalize service members and their families at NAS Whidbey. Many sailors missed opportunities to become citizens during deployments and the program provided this opportunity. More than 100 people participated in this program, which gained national media recognition in response to the President's Executive Order.

5. Current initiatives to inform DOD personnel, retirees, and families of FFSC programs and services, to include volunteer opportunities.

a. FFSCs have a comprehensive marketing plan that includes radio, television, and print media, professionally prepared posters, flyers, and handouts. Colorful tri-fold brochures describing all programs and services provide the most efficient and complete dissemination of information to a large diverse audience. The monthly marketing materials, supplied by PERS-66 via the contracted marketing firm, are used in the above efforts

whenever possible. These Navy-wide marketing materials have proven to be an excellent addition to locally produced marketing efforts.

b. Most FFSCs use host command newspapers to advertise available programs and services. They feature stories and photos to highlight their offerings. Some FFSCs have developed newsletters that are distributed to other departments, tenant commands and are also posted on the FFSC or base website. Posters and flyers are distributed to major commands to post on bulletin boards. Summaries of current offerings are developed for staff to provide to classes, briefs, and group audiences. Printed materials are constantly being developed and updated to provide current information. Some FFSCs use advertisements in MWR newsletters to disseminate information. Class information is also distributed to area commands, Ombudsmen, chaplains, other family support centers, local schools, community organizations and is also posted in the installation Plan of the Day/Week.

c. Most FFSCs have their own websites where they post information on programs and services, newsletters, class schedules, operating hours, and links to other Navy and military sites. Special recognition programs highlight special monthly themes on bulletin boards throughout region. Some FFSCs have an entry in the local community service information kiosk. Several have and use electronic marques to display animated messages. Several FFSCs advertise on the Base Information Channel on the base cable/satellite system. FFSC Sasebo, like other OCONUS sites, is fortunate to have an independent detachment of the Armed Forces Radio and Television System on board. It is extensively used and they are able to get filmed spots for programs, special events coverage, and staff interviews on both radio and TV.

d. FFSC personnel provide overviews of programs and services to spouses, at Command Indoctrinations, Student Indoctrinations, Boot Camp and "A" schools. Information tables are set up and program/service announcements are posted at various strategic high traffic areas. New personnel checking into some commands are given a one-on-one brief by FFSC staff about FFSC programs and services. This individual in-briefing facilitates identification of Sailors or family members who may need assistance with counseling, sponsor, or relocation issues.

e. Special Campaigns/Projects:

(1) FFSC Naval District Washington held their first combined RAO seminar with the U.S Naval Academy. More than 800 retirees and family members attended. Dr. Robert H. Roswell,

M.D., Department of Veterans Affairs Under Secretary for Health, was the keynote speaker and numerous other officials also spoke.

(2) FFSC Brunswick promoted and participated in an annual Tri-state Retiree Seminar. Like many FFSCs, they also hosted an annual Job Fair for separating and retiring personnel, retirees, and military family members.

(3) In collaboration with MWR, FFSC San Diego staff members manned resource tables at Movie Premier openings at two theater sites.

6. Total number of unpaid volunteers and volunteer hours currently supporting FFSC operations.

Number of volunteers	2374
Number of volunteer hours	541141
*Estimated \$ contribution	\$9,534,904

* The estimated \$ contribution was calculated at a GS-7 Step 5 level to estimate cash value of hours contributed by volunteers.

7. Installations with FFSCs, greater than 500 AD and Inspection/Accreditation Status.

a. PERS-66 instituted the revised FFSP Accreditation Program in FY03. The Program had been suspended and revised in FY02 with five FY02 pilot sites being accredited in FY03. Seven additional sites were visited in FY03 and fully accredited by Dec 04. The program is being fully implemented in FY04 with 22 sites scheduled for accreditation visits. (Sites accredited in one FY may not be accredited until the next FY due to the timelines afforded by the program to allow the FFSCs to take actions to fully comply with standards.) (See following page for complete list of FFSCs, population, and accreditation status).

7. Installations with greater than 500 AD and Inspection/Accreditation Status

COMPONENT	500 + AD			HQ INSPECTION/ ACCREDITATION	
	ACTIVE DUTY	ELIGIBLE PERSONNEL (1)	FAMILY MEMBERS	DATE	STATUS
ANNAPOLIS	1175	8000	3615	Dec-98	Accredited ⁴
ATLANTA	1203	8000	5000	Sep-01	Accredited
ATSUGI	3180	4310	210	Mar-96	Accredited ²
BAHRAIN	2668	4267	819	Feb-99	Accredited ⁴
BANGOR/BREMERTON	12048	23226	24359	Dec-95	Accredited ²
BRUNSWICK	2955	10624	6900	May-00	Accredited ² and ⁴
CHARLESTON	6818	32115	17083	May-00	Accredited ⁴
CHINA LAKE	1094	3300	2360	May-03	Accredited ³
CORPUS CHRISTI	3260	4870	5210	Mar-00	Accredited
DAHLGREN	1600	3000	1400	Mar-03	Accredited ³
EARLE	1200	3000	732	Apr-00	Accredited
EVERETT	5657	14448	7923	Nov-96	Accredited ²
FALLON	1200	200	1800	None	Accredited ⁴
FORT MEADE	1700	1700	6000	Jul-01	Accredited ²
FORT WORTH	3900	121000	1080	Apr-00	Accredited
GAETA	933	117	741	Nov-03	Accredited ³
GREAT LAKES	19800	69000	24000	Mar-01	Accredited
GUAM	4116	731	4023	May-95	Accredited ²
GUANTANAMO BAY	7500	1110	540	Jun-00	Accredited
GULFPORT	4451	7000	4353	Nov-03	Accredited ³
HAMPTON ROADS	90440	232000	107000	Oct-01	Accredited
INGLESIDE	3900	2000	4700	May-01	Accredited
JACKSONVILLE	9748	40000	42000	Jun-01	Accredited
KEFLAVIK	1476	350	2346	Apr-00	Accredited
KEY WEST	1568	6058	4490	Aug-01	Accredited
KINGS BAY	5018	12043	13047	Mar-99	Accredited ⁴
KINGSVILLE	1400	20000	3500	Jun-99	Accredited ⁴
LAKEHURST	306	2500	232	Aug-01	Accredited
LA MADDELENA	1601	181	1022	May-00	Accredited
LEMOORE	7062	9991	6708	Jan-04	Accredited ³
LONDON	902	150	675	Jul-01	Accredited ⁴
MAYPORT	12318	12150	18075	Jan-99	Accredited ⁴
MEMPHIS	1739	50609	4173	Nov-03	Accredited ³
MERIDIAN	1777	7200	2843	Mar-99	Accredited ⁴
MONTEREY	2912	2912	8742	Aug-99	Accredited ⁴
NAPLES	1111	188	2149	Apr-99	Accredited ⁴
NEW LONDON	7500	16000	12000	Aug-99	Accredited
NEW ORLEANS	6129	17000	15323	Feb-01	Accredited ⁴
NEWPORT	2798	21000	1452	Feb-03	Accredited ³
PANAMA CITY	1099	696	2000		NA
PASCAGOULA	2700	10800	4920	Aug-00	Accredited
PATUXENT RIVER	3022	9932	6958	Apr-01	Accredited
PEARL HARBOR	26274	7400	24774	Dec-02	Accredited ³
PENSACOLA	14671	25000	22007	Jul-00	Accredited
PORTSMOUTH, NH	1110	1110	3800		NA
ROOSEVELT ROADS ¹	1176	25000	1389	Dec-03	Accredited ³
ROTA	2991	5174	2351	Mar-03	Accredited ³
ST MAWGAN	311	300	172	Dec-99	Accredited ⁴
SAN DIEGO	61000	100000	50000	Nov-94	Accredited ² and ⁴
SARATOGA SPRINGS	1369	56265	1987	Jul-01	Accredited ⁴
SASEBO	3341	318	2318	Jan-04	Accredited ³
SIGONELLA	4576	5890	2288	Apr-02	Accredited
VENTURA COUNTY	17340	21340	42510	Jun-95	Accredited ²
WASHINGTON D.C.	15000	15000	30000	Dec-97	Accredited ⁴
WHIDBEY ISLAND	7500	10000	13000	Apr-96	Accredited ²
WHITING FIELD	1712	8860	4280	Sep-99	Accredited
WILLOW GROVE	3500	8361	8750	Aug-02	Accredited ⁴
YOKOSUKA	10078	846	8444	Jan-04	Accredited ³
TOTAL	424933	1084642	600573		

Note 1. Includes other military, retirees, and civilians at OCONUS FFSCs.

Note 2. These FFSCs were not accredited by HQ per PACFLT waiver, but will be accredited beginning in FY03

Note 3. Accredited Using New Revised Standards

Note 4. Scheduled for Accreditation in FY04

Note 5. Closing 31 March 04.

8. Family support initiatives for installations with less than 500 active duty and/or reserves.

a. In supporting Operation Enduring Freedom/Operation Iraqi Freedom FFSCs offered services for other service personnel and families. Some examples include:

(1) FFSC Bangor/Bremerton surveyed 22 Reserve units and Recruit Commands in the four state regions to determine which programs and services are needed.

(2) FFSC Charleston maintains close contact with Navy, Marine Corps Reserve, Army Reserve units and family members to make them aware of services available during activation. Services provided included: pre-, mid-, and post-deployment briefs. They designed and implemented an Area Schools Outreach Program for educating area schools on the impact of deployment on children and families.

(3) FFSC Fort Worth provided six local USMC and Army Battalions (four activated) with deployment and unit outreach services. They provided deployment and unit outreach services to four battalions (three activated) at Seagoville Reserve Center and Army Air Force Exchange HQ, Dallas.

(4) FFSC London provided SAVI and Ombudsman Training at Naval Security Group Detachment Digby/Menwith Hill. They also provide FAP Training and FAP/Clinical/Crisis Intervention Training at the commands request.

(5) FFSC Mayport held briefings, classes, workshops, and provided counseling services at the Coast Guard Station, Naval Reserve Center and Blount Island Marine Facility.

(6) FFSC Saratoga Springs created a Command Representative Program that supports commands at Stratton Airfield, NY National Guard, Stratton Air Guard, Cornell University NROTC and Albany Reserve Center. Command Representatives make monthly contacts to distribute media and marketing materials. Presentations offered to these commands included FFSC Overview, Suicide Prevention Training, and Financial Classes.

(7) FFSC Ventura County briefed and processed over 3,000 recalled Naval Reservists, remaining available 24/7, and extending hours during high mobilization periods for counseling and computer usage. They assisted USCG, USMC, and USAF personnel in the surrounding area.

(8) FFSC Pearl Harbor provided marital and communication programs for 40 personnel at Barking Sands, Kauai.

b. FFSC Lakehurst offered programs relating to all facets of the FFSC to various workplaces. An expanded Spouse Appreciation Dinner, held at the Community Center, included presenters and letters from the Governor's office, Congressmen and Senators thanking the military spouse for his/her support. "Welcome to Ocean and Monmouth Counties" presentation is given monthly at the community center and the commissary. It is designed to offer incoming military members and their families' information on what is available in and around the military installation. Presentations are given monthly at the Relocation Outstation, Community Center and the commissary and include "Travel Tips and Gadgets."

c. FFSC Rota conducted a Needs Assessment Survey in Lisbon to determine needs of assigned personnel and held Soldier Readiness Support Training (PFM) in Valencia.

d. FFSC ST Mawgan hosted a "Baby Shower" workshop to address service gaps, as they do not have New Parent Support Program at their location. They also presented CONSEP and First Timers Financial Workshops, both of which were well received.

e. FFSC Sigonella provided TAMP, PFM and SAVI services for personnel stationed at Larissa, Greece.

9. Summary of the impact of the four FFSC Readiness Support Capabilities and key functions on commands, servicemembers, and family members and a description of collaborative efforts with other federal, state and civilian agencies for family support.

a. Summary of impact:

(1) Most FFSCs have been using the four-support capabilities model for four years now and it has become the way they do business. Conversion redefined the label placed on services already available. Commands now have a better understanding of services from a business and quantitative perspective and of the overall value of the Fleet & Family Support Center. It appears to have simplified how military leaders understand the FFSC role in relation to their responsibilities. It is apparent the use of the four capabilities made it easier to communicate with busy Commanders to relate the applicability of the range of FFSC support options to them.

(2) The major impact was more internal, in reporting procedures and in funding. FFSCs continue to have better funded programs, such as SEAP and PFM, through the changes. It has fostered a real team approach to funding issues and requisitioning between SEAP, PFM, RAP and TAMP.

(3) Conversion permitted FFSCs to tailor functions to meet community needs. Impact of the conversion has had minimal effect on support services and is transparent to end-users. The four support capabilities fall directly in line with mission operation readiness of commands.

(4) The impact on FFSC staffs has been that all staff have been cross-trained and introduced to new working areas. Staffs have accommodated well to this change and are willing participants in new training. Customer service response improved greatly this fiscal year, and staffs are busier than they had been before the conversion took place.

(5) FFSCs have an excellent rapport with fleet and shore units. The numbers of service members and family members who appreciate and rely on FFSC for their support needs is extremely gratifying. Such success by any Center has to rely to a large part on the efforts of the Center's leadership and staff in establishing the credibility and the image of the organization.

(6) Mobility Support, in Bahrain for example, is reflected in their high client contact numbers for relocation services. Operational Support, with return and reunion services offered on a monthly basis, reflects their mission tempo deployment status. Financial Management of "tax-free" income while in this AOR continues to fill TSP and Budgeting classes on a monthly basis. Coordination of services has become easier. Accreditation issues are easier to address and resolve.

(7) FFSC San Diego has found it to be a great deal more efficient to include the SAVI program within the Counseling and Advocacy Support Capability for management purposes due to the relationship between sexual assault advocacy and counseling support. In addition, their contract requirement to have Life Skills and Family Advocacy Prevention education services provided by clinical counselors has also led to the inclusion of these programs in Counseling and Advocacy Support management grouping. The Family Advocacy and Victim Advocacy functions are performed by a separate organization in San Diego, but the FFSC works closely with them to coordinate provision of service.

(8) The focus always is meeting the mission of supporting war fighter readiness. Contacts with all commands tie into the issue of supporting the mission of the Navy as the total reason for referrals for services. Families are seen as an extension of the

active duty member and also play a role in readiness and retention when they are aware of the services available.

(9) The four readiness support capabilities (Operational Support, Mobility Support, Counseling and Advocacy, and Management and Technology) have been replaced with Deployment/Readiness, Crisis Response; and Career Support/Retention since the inception of the FFSC Integrated Process Team. These are now being used for FFSC Briefs and activity-based costing (ABC) data collection. These new capability areas enable FFSC services to be well understood and are in line with the mission. They are most relevant for Command briefings.

b. Summary of collaborative efforts:

(1) The FFSCs maintain numerous Memorandums of Understanding (MOUs) and Memorandums of Agreement (MOAs) with civilian and military agencies and departments such as: local and states' Department of Human Services; domestic violence shelters; US Army Reserve Centers; American Red Cross; Department of Veterans Affairs; Consumer Credit Counseling Services; Better Business Bureaus; County Boards of Education; Defense Finance & Accounting Service; United Way; Federal Trade Commission; Department of Labor; United Service Organization; churches; Navy-Marine Corps Relief Society; Legal Services; Morale, Welfare, & Recreation; Naval Criminal Investigative Service; Base Security and local universities.

(2) The FFSCs have established MOUs with Branch Medical Clinics in response to Exceptional Family Members, FAP cases and New Parent Support program. FFSCs have also established MOUs with Child Development Centers for reporting of child maltreatment and neglect. The Family Advocacy Program works closely with local Departments of Social Services in the intervention, assessment, case management and treatment of child maltreatment allegations involving Navy, Marine Corps, Army, Air Force, and Coast Guard families. MOUs have been initiated with Vocational Rehabilitation Centers to provide counseling for referrals for the Civilian Employee Assistance Program (CEAP).

(3) Collaborative efforts are maintained through telephonic and personal employer contacts, email distribution lists, committee memberships, coordination of on-base interviews for employers, free employee screening and referral services, networking at local Chamber of Commerce social meetings and local community events, sponsorship of local youth and adult job fairs and through sponsorship and co-hosting of military career fairs.

(4) FFSCs network with local health care/Exceptional Family Member providers to keep abreast of current information based on needs of military personnel and their families. FFSCs coordinate

with local United Way agencies to standardize access to civilian agencies for both military and civilian personnel.

(5) FFSCs overseas have worked with local Department of Defense Dependent Schools in matters of developmental and behavior counseling of American children of base personnel. FFSCs maintain contact with overseas governments to acquire informational material that is included in "Welcome Aboard" packets for newly reporting personnel.

(6) FFSC staff members serve on boards and/or committees for the purpose of providing FFSC collaboration with community agencies such as Armed Services YMCA, Navy League, Navy/Marine Corps Relief Society, Military Affairs Committees and the United Way. FFSCs collaborate with Chaplains and school counselors to implement Family Wellness training programs to various regions.

(7) FFSCs have participated in or work with regional DoD\DON Councils, Cooperative Extension Programs, Job Services, Career Counselors Association, Domestic Violence Councils, and Sexual Assault Crisis Center Advisory Boards.

(8) For the past two years FFSCs have partnered with ADECCO, an employment placement agency to work with Navy spouses. Under a written agreement between the Navy and ADECCO, Navy spouses receive customized recruiting, training and placement with ADECCO, the world's largest staffing agency. This initiative has increased career development and mobility for military spouses. Ongoing partnerships are maintained with local employment offices, staffing agencies and businesses for spouse employment opportunities.

10. FFSCs involved in crisis response exercises and actual emergencies such as natural disasters, mobilizations, repatriations, evacuations, and mass casualty scenarios.

a. Natural disasters:

(1) A typhoon in Guam in December 2002 and Hurricane Isabel which hit the Carolinas and inland to the DC area in September 2003, required major FFSC responses.

(a) FFSC Dahlgren staff were requested to staff the NDW West Emergency Operations Center (EOC) during hurricane Isabel response.

(b) FFSC Guam - Super typhoon Pongsona hit the island of Guam on 8 December 2002 with sustained winds of 150 mph and gusts to 180 mph. Thousands of island residents were homeless, including several Navy families relocated from damage to on-base homes. All FFSC staff were involved in efforts to

support Navy active duty and family members during the long recovery period that lasted through the holiday season. FFSC developed and disseminated 500+ special edition "Typhoon Newsletters", reprinted and made available PAO's "Daily Bulletins" which provided daily updates on command's post-storm recovery status, responded to numerous I&R queries on recovery issues, and helped in the command's "Save Christmas" project by coordinating an airlift of toys from Hawaii for military children displaced from their homes due to the storm.

(2) FFSC Hampton Roads opened the Family Assistance Center (FAC) at FFSC Norfolk on 23 September 2003 during Hurricane Isabel to provide recovery information for military families. FAC agency participants were: NMCRS, housing, galley, MWR Child Care, I&R, Legal, Chaplain, and FFSC. In addition USAA and GEICO Insurance Companies had claims reps available on several days. The FAC provided help to 1100 persons, responding to 1990 individual questions. NMCRS provided 1707 families with \$311,800 in emergency assistance. The FFSC web site was reconfigured to provide supplemental hurricane recovery information, both military and community. FFSC staff at Oceana assisted by staffing a recovery information table at Wadsworth housing. FFSC peninsula staff worked closely with FT Monroe to provide assistance at FT Monroe FAC because of the relatively large number (45) of Navy families residing on FT Monroe. FT Monroe housing experienced significant damage from Hurricane Isabel.

b. FFSCs involved in Mobilization/Demobilizations (number assisted in parenthesis) were: Bangor/Bremerton (700), Brunswick (150), Charleston (269), Earle (918), Guantnamo Bay (18,000), Hampton Roads (500), Kingsville (800), New London (1,325), Pascagoula (1,184), Pensacola (1,100), San Diego (2061), Ventura county (3,000), and Willow Grove (2,500).

c. Repatriations: In response to 11 repatriation events, PERS-66 and 24 FFSCs were involved in the repatriation of 79 families (192 family members). Ordered departures were from Indonesia, Venezuela, Cote d'Ivoire, and Saudi Arabia. Authorized departures were from Pakistan, Bahrain, Israel, Qatar, Turkey, and China. FFSCs greet upon arrival, offer services and assistance, maintain contact during the period the family is at their Safe Haven and assist families with return arrangements or permanent change of station.

d. Crisis Responses

(1) FFSC Bahrain - A staff member and a team of medical personnel from the Branch Medical Clinic were dispatched with 24-

hour notice to Djibouti, Africa, for one week to respond to a training accident in which there were casualties.

(2) FFSC Charleston provided Critical Incident Stress Management (CISM) response for a command after suicide of a member.

(3) FFSC Corpus Christi responded to the suicide of a squadron service member. Debriefing for the entire squadron Was provided by FFSC team and chaplains.

(4) FFSC Pascagoula staff was called on 2-3 January 2003 to conduct debriefings for the security staff of Naval Station following a suicide/homicide that had occurred when a security member was home on Christmas leave. Seventy-two persons attended and individual sessions were also conducted.

(5) FFSC Pearl Harbor - During October 2002, FFSC provided a crisis support debriefing for USS PAUL HAMILTON family members after the death of the ship's Executive Officer.

(6) FFSC Pensacola provided CISM services for 15 personnel following a suicide and 400 personnel following the fatal heart attack of an 18-year old Sailor.

(7) FFSC Saratoga Springs staff led bereavement groups following a student suicide and a student's death in an fire/ automobile accident.

(8) FFSC Sigonella personnel provided individual and group debriefing sessions for a tenant command squadron which lost four active duty members in a helicopter crash in mid-July 03. The VA representative actively supported the surviving families by providing them with VA benefits information.

(9) FFSC Hampton Roads clinicians provided a number of crisis debriefings after the deaths of Sailors and family members following Hurricane Isabel.

e. Crisis Response Exercises

(1) The following FFSCs reported participation in Crisis Response/Disaster Exercises (actual or table-top) with their installations: Annapolis, Atsugi, Bangor/Bremerton, Brunswick, Charleston, Everett, Fallon, Fort worth, Gaeta, Great lakes, Guantanamo Bay, Gulfport, Ingleside, Jacksonville, Key West, Kingsville, Lakehurst, London, Midsouth, Naval District Washington, New London, Newport, Patuxent River, San Diego, Sasebo, Ventura county, Whidbey Island, Willow Grove, and

Yokosuka. In some areas these exercises also included local community service organizations.

**FLEET AND FAMILY SUPPORT CENTERS
ANNUAL REPORT FY2003**

Documentation of Compliance

The following documents Navy compliance with paragraphs 5.3.1 through 5.3.11 of DoDI 1342.22:

1. In FY-03, 55 Fleet and Family Support Centers (FFSC) were in operation worldwide with 65 delivery sites. FFSCs provided approximately 4.3 million customer service contacts to active duty personnel, reservists, family members and military retirees.
2. Implementing regulations and procedures are set forth in SECNAVINST 1754.1A published in February 1999.
3. Resources to accomplish the mission have been allocated. \$45.299M in Navy funding was programmed (see attachment 1) and \$38.937M was executed at the FFSCs in FY-03. DoD/DON programmed \$52.012M for FFSC and Headquarters for TAMP, RAP, PFM, SAVI, and FAP/NPST programs and \$51.853M was executed.
4. The Fleet and Family Support Division (PERS-66) support for field operations included personnel training, program oversight via accreditation site visits, needs assessment and evaluation studies, development and dissemination of program guidance, and the purchase of program materials.
5. The SECNAV approved Master Plan for Navy Family Service Centers was issued by the Assistant Secretary of the Navy (Manpower and Reserve Affairs) 22 April 1998 and updated January 2000. It has been fully endorsed and used as the basis for planning, resource programming, and policy development. The Master Plan rearranged the FFSC multiple core programs into four readiness support capabilities. The current Fleet and Family Support Program (FFSP) Integrated Process Team (IPT) has redefined FFSC programs and services into three support capabilities and will provide further changes to the Master Plan.
6. Evaluation system is as follows:
 - 6.1. The Quality of Life Management Information System Network (QOLMISNET) deployed in June 1998 to collect work count data and service delivery patterns was discontinued in FY03. An updated, enterprise-wide solution is currently under development. The Fleet and Family Support Management Information System (FFSMIS) will be on line late June 04. The system will contain management tools for maintaining management information, information on commands served and community-based initiatives,

and report generation capabilities to standardize and automate all reporting functions. Integrated on the same platform will be the Counseling and Family Advocacy Case Management System (CMS) which is used by Clinical Counseling and Family Advocacy Program staff to manage clinical case recording and assess, manage and report incidents of child and spouse abuse as mandated by DoD.

6.2. The third triennial FFSC Navy Needs Assessment Survey was conducted in FY-99 to assess the needs of command leadership. The project was completed in the fall of 2000 with results reported in the FY01 FFSC Annual Report. A current Navy FFSC Needs Assessment has been delayed due to increased costs and insufficient funding to support the project.

7. PERS-66 instituted the revised FFSP Accreditation Program in FY03. Accreditation was suspended and revised in FY02 with five FY02 pilot sites being accredited in FY03. Seven sites were visited in FY03 and fully accredited in FY04. The program is being fully implemented in FY04 with 22 sites scheduled for accreditation visits. (Sites accredited in one FY may not be accredited until the next FY due to the timelines afforded by the program to allow the FFSCs to take actions to fully comply with standards.) An OPNAVINST and NAVPERS manuals to provide detailed program guidance are currently in the final review stage. (See attachment 1, item 7 for list of accredited FFSCs).

8. Baseline services have been established at all FFSCs as directed by SECNAVINST 1754.1A.

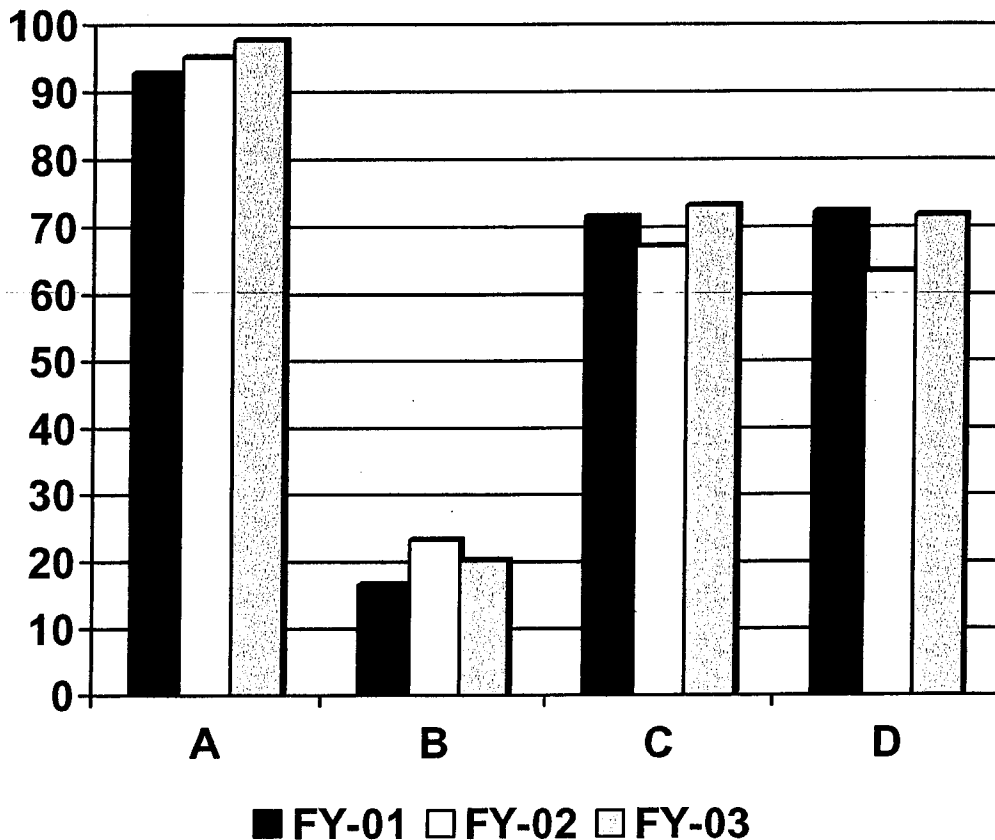
9. As directed by SECNAVINST 1754.1A, the FFSCs serve as the focal point for the command's response to personal and family needs during natural disasters, mobilization, repatriation, and crisis response. During 2002 our FFSCs provided assistance and services as indicated in Attachment 1, item 10.

10. Each FFSC has been directed to actively market their programs and services as listed in Attachment 1, item 5.

11. The FFSCs are directed to collaborate and coordinate their programs and activities with other agencies by the FFSC Master Plan, SECNAVINST 1754.1A, OPNAVINST 1754.1A and other relevant program specific instructions.

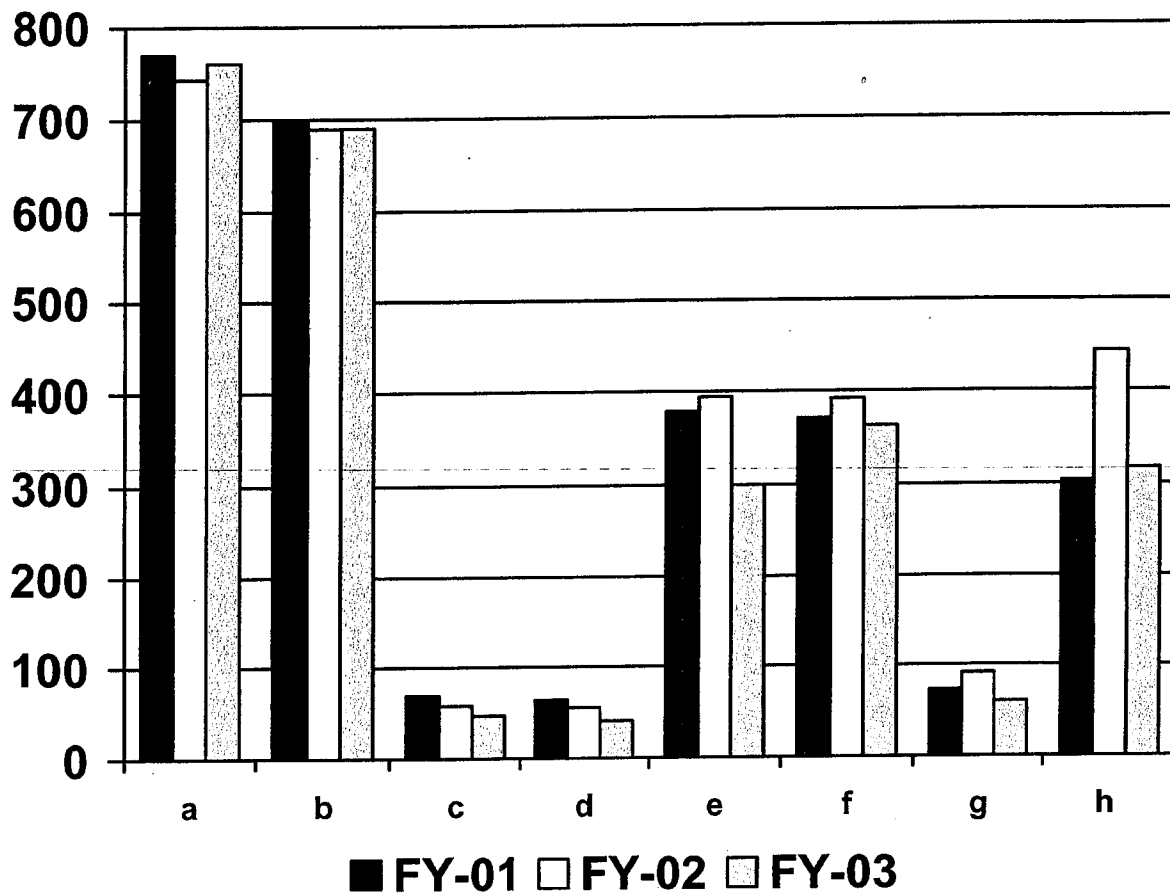
FFSC PROGRAM TRENDS FY-01, FY-02, FY-03

1. The following is a graphic depiction of FFSC funding, manpower, volunteers, and customer contacts.
2. This graph indicates FSP funding in \$M (including DOD/DON reimbursable).
 - a. "A" represents FFSP programmed funds.
 - b. "B" represents Head Quarters executed funds.
 - c. "C" represents Programmed funds at the FFSC level.
 - d. "D" represents Executed funds at the FFSC level.



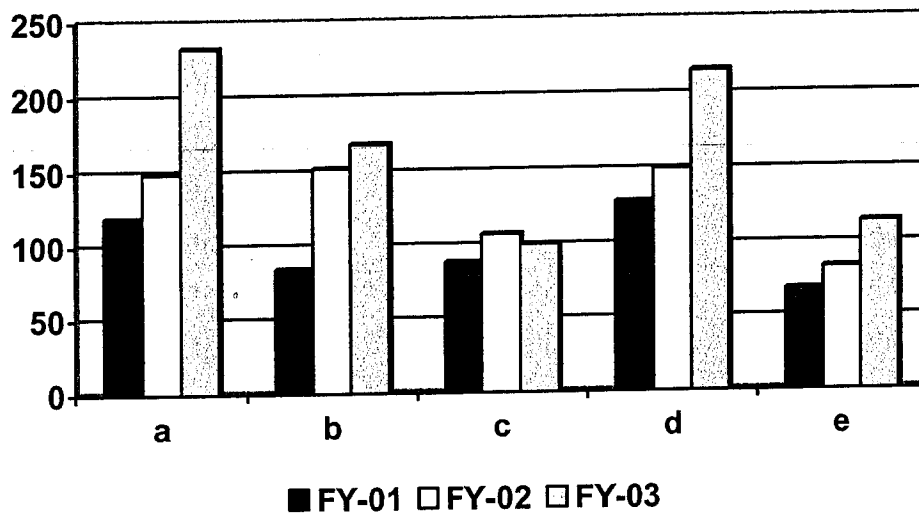
3. This graph indicates Total Authorized and Filled Positions in the FFSCs.

- a. Authorized GS Positions
- b. Filled GS Positions
- c. Authorized Military Positions
- d. Filled Military Positions
- e. Authorized Contract Positions
- f. Filled Contract Positions
- g. Other Authorized Positions
- h. Other Filled Positions (includes interns, Limited Duty, Temporary Assigned Duty, foreign nationals and unpaid volunteers)



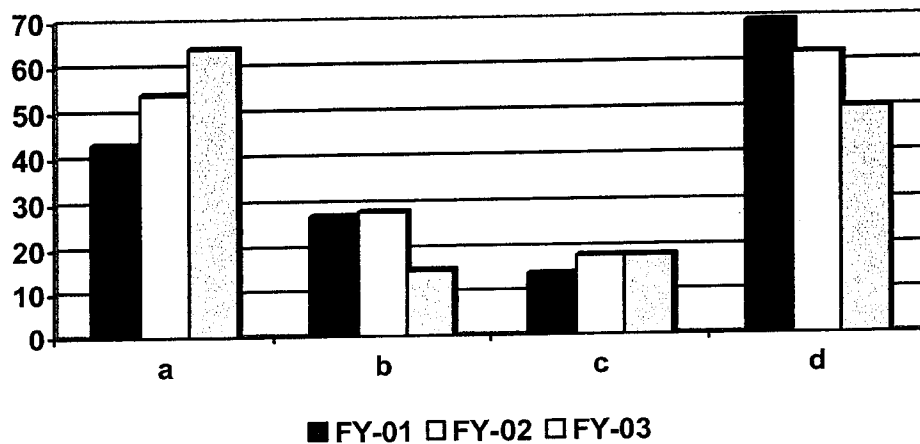
4. The chart below (in thousands) indicate service contact trend for:

- a. Deployment Support
- b. Outreach Services
- c. Sexual Assault and Victim Intervention
- d. Spouse Employment Assistance Program
- e. New Parent Support Program



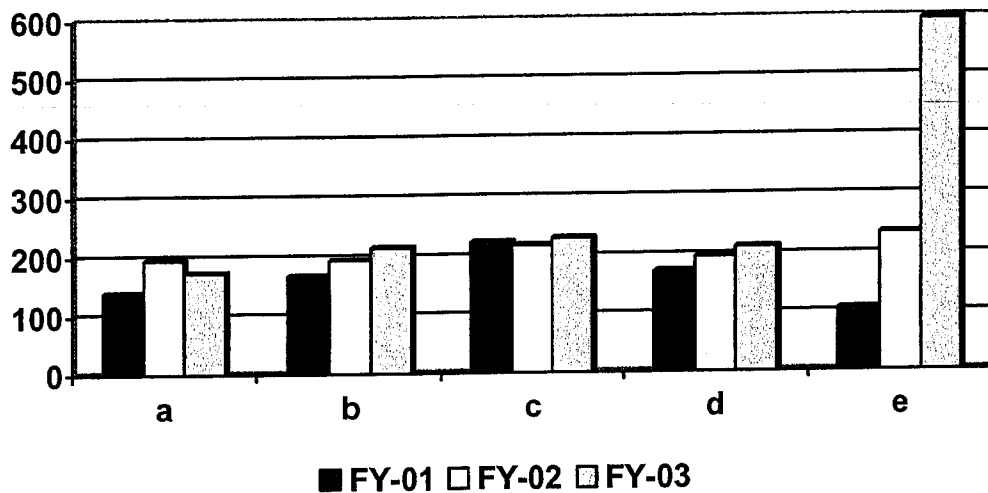
5. The chart below (in thousands) indicate service contact trend for:

- a. Ombudsman
- b. Crisis Response
- c. Exceptional Family Member Program
- d. Retired Activities



6. The chart below (in thousands) indicate service contact trend for:

- a. Life Skills Education
- b. Personal Financial Management
- c. Clinical Counseling
- d. Family Advocacy Program
- e. Other Contacts



7. The chart below (in thousands) indicate service contact trend for:

- a. Information and Referral
- b. Relocation Assistance Program
- c. Transition Assistance Management Program

